



**DEPARTMENT OF FAIR EMPLOYMENT
AND HOUSING
ENFORCEMENT DIVISION
*DIRECTIVE***

**DIRECTIVE
NUMBER
201**

**DISTRIBUTION
DATE
October 1, 1998**

1. **SUBJECT:** **SPECIAL INTAKE CONCERNS - TELEPHONE INTERVIEWS AND CORRESPONDENCE FROM THE PUBLIC**
2. **PURPOSE:** To set forth the procedures for handling special intake related situations.
3. **BACKGROUND:** The Department of Fair Employment and Housing (DFEH) strives for uniformity in all aspects of case processing. It is important that all elements of intake, including general inquiries from the public and telephone interviews, be handled in a consistent and uniform manner in all District Offices.
4. **PROCEDURES:**
 - A. **Telephone Interviews:**
 - 1) Appointments for interviews by telephone will be made by the Communication Center. (Refer to Directive 200, "Communication Center," for instructions on the criteria for setting appointments for telephone interviews.) Communication Center Representatives should set the interview date to allow at least two weeks, if possible, for the mailing and return of the Pre-Compliant Questionnaire (PCQ).
 - 2) Communication Center staff will also be responsible for mailing out the PCQ to persons scheduled for telephone appointments. Complainants will be instructed to return the PCQ to the designated office prior to their scheduled intake appointment.
 - 3) On intake day, District Office support staff will pull all telephone PCQ's for that day for assignment to the intake Consultants.
 - 4) Complainants scheduled for telephone interviews who **do not return** the PCQ by their appointment date will be designated as a "no show" on the District Appointment List.

- 5) For persons who have returned their PCQ's but are not available at the appointed time, the Consultant will make several attempts throughout the day of the appointment to attempt to interview the complainant. Complainants not available by the end of the intake day will be listed as a "no show" on the District Appointment List. A follow-up letter (DFEH-200-36) will be sent by support staff to the complainant within two days after the appointment date regarding their continued interest in filing a complaint. Persons who wish to be interviewed will be rescheduled by the District Office for another appointment.

B. Unsolicited Complaints:

- 1) The District Administrator will respond in writing to any written communications received by the District Office which contain sufficient information for a complaint (and where timeliness is not an issue) using a DFEH-200-37, which instructs the inquirer to contact the Communication Center.
- 2) Where an individual's rights are endangered because there is insufficient time to file a complaint through normal procedures, the written communication may be substituted for the Department's formal complaint form as long as it meets the requirement set forth in Directive 204, "Accepting Complaints Not on Departmental Forms Where the Statute of Limitations Is a Concern."

C. Correspondence From the Public

- 1) General correspondence from the public regarding discrimination related inquiries and possible complaints should be acknowledged in writing by the District Administrator, using DFEH-200-37. Such inquirers will be instructed to contact the Communication Center.
- 2) Where the statute of limitations is so imminent that following normal intake procedures would jeopardize a complainant's right to file a complaint, the correspondence will be assigned to a Consultant to conduct an immediate intake interview.
- 3) General correspondence from the public regarding issues which are outside the jurisdiction of the Department should be acknowledged in writing by the District Administrator, using

DFEH-200-38. Appropriate referrals will be made where possible.

5. **APPROVAL:**

Nancy C. Gutierrez, Director

Date